

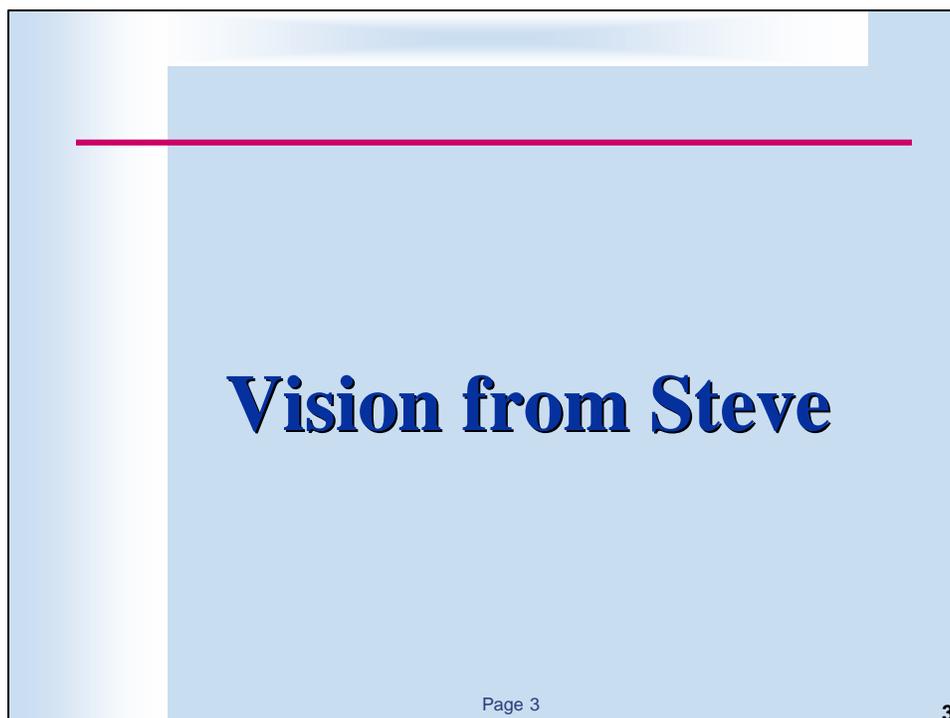
All-SID Meeting New Faces

January 23, 2003



Why We Are Here Today

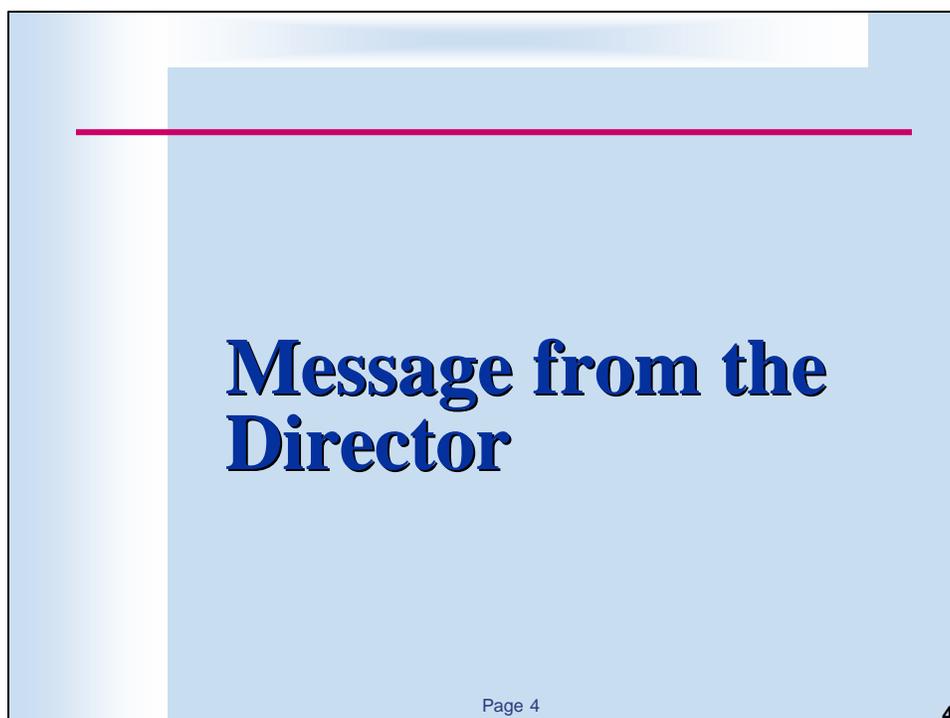
- Vision from Steve
- Message from the Director
- Working with the Cannery – Customer Relations
- Division News
 - New Faces
 - What's Going on with the Customer Service System (CSS)?
 - Budget Update
- Project Updates
- Process Improvement Updates
- Questions and Answers with Steve and John



Vision from Steve

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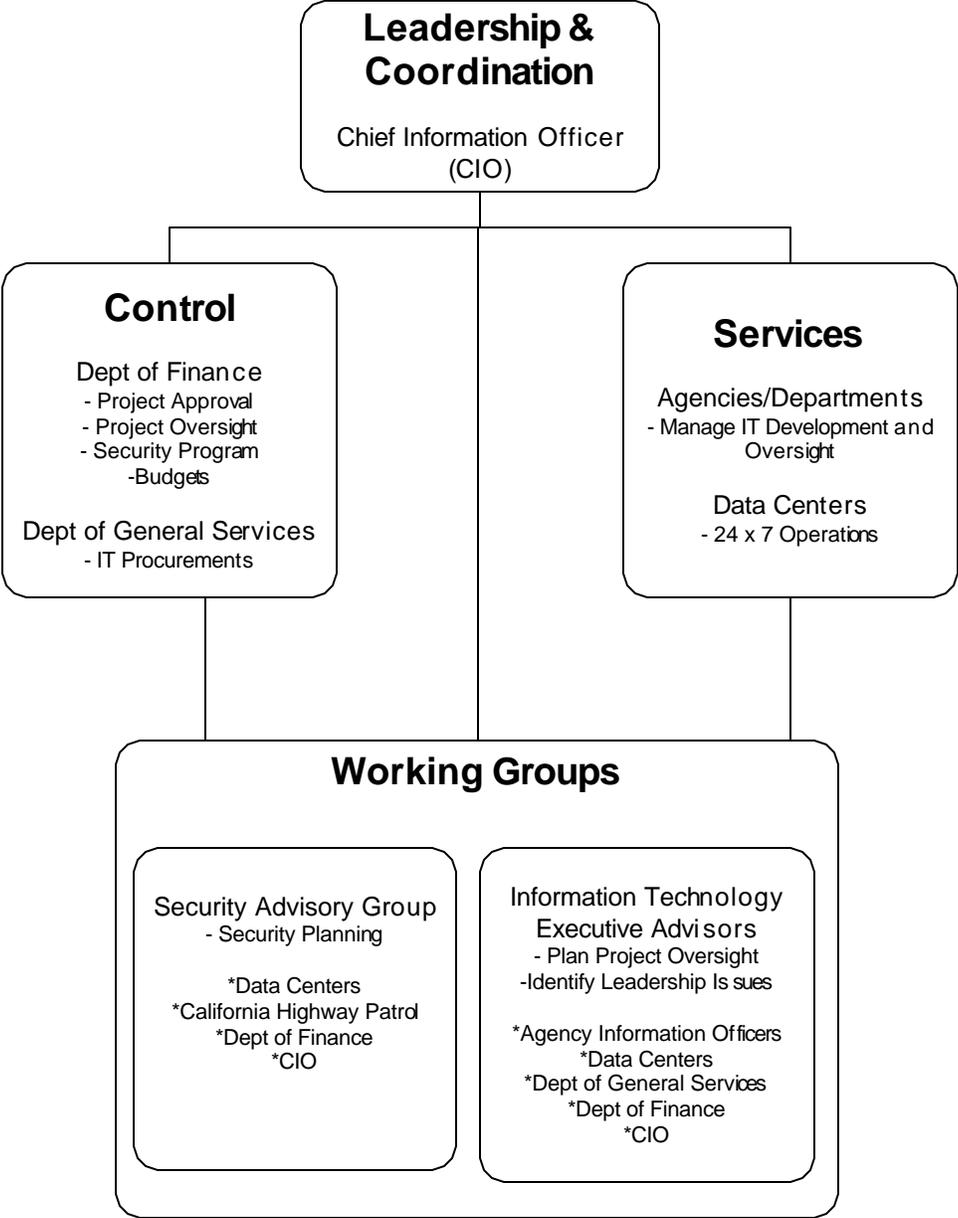


Message from the Director

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Interim Structure for IT



Working with the Cannery – Customer Relations

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Division News

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New Managers

- **Trisha Edgerton**
 - New Project Manager for the CWS/CMS Maintenance and Operations Re-procurement

- **Richard Keene**
 - New Project Manager for WDTIP

- **Carol Loney**
 - New Project Manager for CMIPS

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New / Transferred Staff

- **Please stand up...**
 - If you have joined SID since June 2002

 - If you have transferred to another position since our last meeting in June 2002

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What's Going on with CSS?

- **The Customer Service System (CSS)**
 - Used to order services and products, such as new hardware, supplies, and contracting services
 - Scheduled to be retired end of March
 - ▶ Along with other VM-based tools
 - ✓ Access to Absence Requests (ACAL), Travel Claims, etc.
 - **Current Status**

Budget Update

- **Governor's Budget Highlights**
 - CMIPS
 - CWS/CMS
 - ▶ Maintenance and Operations
 - ▶ Procurement
 - EBT
 - ISAWS
 - SAWS
 - ▶ C-IV
 - ▶ LEADER
 - ▶ WCDS/CalWIN
 - SFIS
 - WDTIP

BREAK

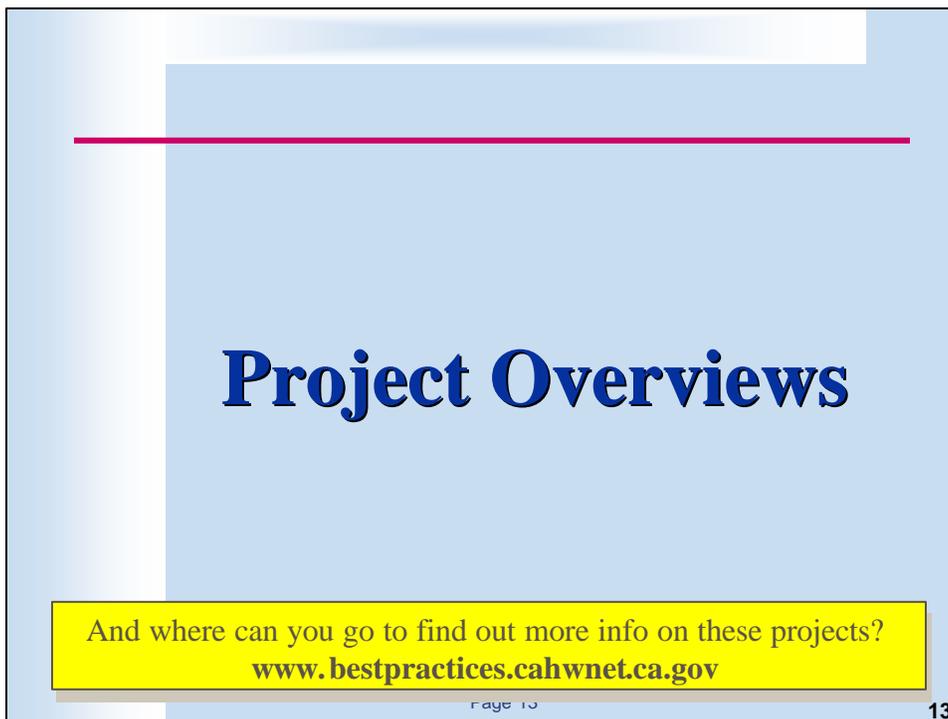
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Manager Trivia

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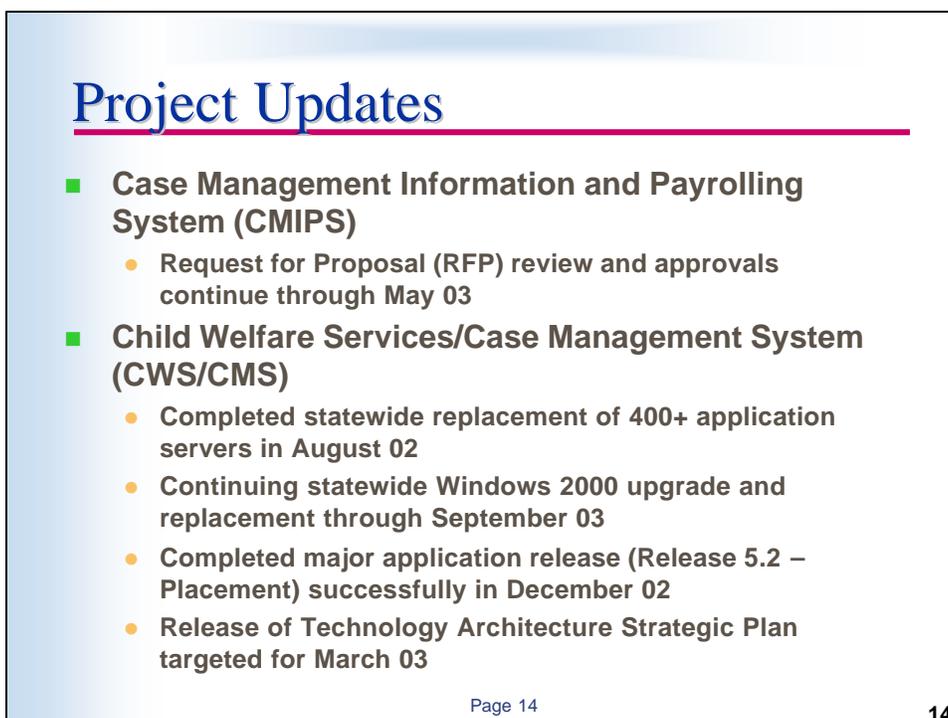


A presentation slide with a light blue background. A horizontal red line is positioned near the top. The title "Project Overviews" is centered in a large, bold, blue serif font. Below the title, a yellow rectangular box contains the text "And where can you go to find out more info on these projects?" followed by the URL "www.bestpractices.cahwnet.ca.gov" in a bold black font. At the bottom of the slide, the text "Page 13" is on the left and "13" is on the right.

Project Overviews

And where can you go to find out more info on these projects?
www.bestpractices.cahwnet.ca.gov

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A presentation slide with a light blue background. The title "Project Updates" is at the top left in a blue serif font, underlined with a red line. Below the title are two main bullet points, each with a green square icon. The first bullet point is "Case Management Information and Payrolling System (CMIPS)" with a sub-bullet "Request for Proposal (RFP) review and approvals continue through May 03". The second bullet point is "Child Welfare Services/Case Management System (CWS/CMS)" with four sub-bullets: "Completed statewide replacement of 400+ application servers in August 02", "Continuing statewide Windows 2000 upgrade and replacement through September 03", "Completed major application release (Release 5.2 – Placement) successfully in December 02", and "Release of Technology Architecture Strategic Plan targeted for March 03". At the bottom of the slide, "Page 14" is on the left and "14" is on the right.

Project Updates

- **Case Management Information and Payrolling System (CMIPS)**
 - Request for Proposal (RFP) review and approvals continue through May 03
- **Child Welfare Services/Case Management System (CWS/CMS)**
 - Completed statewide replacement of 400+ application servers in August 02
 - Continuing statewide Windows 2000 upgrade and replacement through September 03
 - Completed major application release (Release 5.2 – Placement) successfully in December 02
 - Release of Technology Architecture Strategic Plan targeted for March 03

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Project Updates

■ Electronic Benefit Transfer (EBT)

- 19 counties will be implemented during FY 2002/03. Pilot counties went live on 8/1/02
- As of 12/18/02 with seven counties now on EBT:
 - ▶ Households participating – 71,485
 - ▶ Total Retailers providing benefits – 2,772
 - ▶ Total ATMs providing benefits – 4,553
 - ▶ Total food stamp / cash benefits issued - \$93.2 million
 - ▶ Total food stamp / cash benefits redeemed - \$90 million
- Project staff continue to oversee implementation activities while providing operational support to those counties in maintenance and operations
- Statewide implementation will be completed by December 2004

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Project Updates

■ Interim Statewide Automated Welfare System (ISAWS)

- 35 counties and 15% of the State caseload
- Migration strategy is being developed to move counties to C-IV and WCDS/CalWIN
- Recent Accomplishments
 - ▶ Implemented version 43 of MAPPER
 - ▶ Implemented MEDS interface
 - ▶ Implemented Direct Deposit
 - ▶ Relocated ISAWS and Welfare -to-Work equipment in main HHSDC facility to a more environmentally safe area

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Project Updates

- **Statewide Automated Welfare System (SAWS) Statewide Project Management**
 - Change order methodology has been developed to validate vendor estimates
 - Metrics program has been developed to better assess the progress and risks of the consortia in development as well as maintenance and operations (M&O)

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Project Updates

- **Statewide Automated Welfare System (SAWS) Consortia Status**
 - **C-IV - Consortia IV**
 - ▶ Four counties and 12% of the State's caseload
 - ▶ Currently in System Test
 - ▶ Pilot to begin October 2003
 - **LEADER – Los Angeles Eligibility Automated Determination Evaluation and Reporting**
 - ▶ Los Angeles county with 36% of the State's caseload
 - ▶ Currently in Maintenance and Operations
 - ▶ Contract amendment is begin prepared to incorporate major modifications to the application
 - ▶ LEADER is currently engaged in EBT readiness and implementation is scheduled for August 2003

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Project Updates

- **Statewide Automated Welfare System (SAWS) Consortia Status**
 - **WCDS/CalWIN - Welfare Client Data System/CalWORKS Information Network**
 - ▶ 18 counties and 37% of the State's caseload
 - ▶ Consortium recently assessed the overall readiness of the CalWIN application from an anticipated work around (unincorporated policy changes) and training perspective
 - ▶ Recommendation is to delay the February 2003 pilot until policy changes, including Prospective Budgeting/Quarterly Reporting, are incorporated
 - ▶ Project is currently assessing duration of the delay

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Project Updates

- **Child Support IV&V**
 - **Manages the Independent Verification and Validation (IV&V) vendor for**
 - ▶ California Child Support Automation System (CCSAS) project being developed by Franchise Tax Board (FTB) and Dept of Child Support Services (DCSS)
 - ▶ Pre-Statewide Interim Systems Management (PRISM) project at DCSS which maintains the existing child support systems
 - **Current Status**
 - ▶ Current IV&V vendor's contract expires March 31st
 - ▶ The Request for Offer (RFO) for re-procurement of IV&V services has been released
 - ▶ Proposals are due Feb 3rd and award is anticipated in April

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Project Updates

- **Statewide Fingerprint Imaging System (SFIS)**
 - Continuing maintenance and operations (M&O) activities
 - Beginning to plan for contract extension and re-procurement of system M&O services
 - Re-engineering the SFIS network
 - Working on enhancements to the Image Quality, Fraud and Stored Transaction functionality
 - Implemented a new user training tool
 - BSA Program Audit was completed and released on January 2nd

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Project Updates

- **Welfare Data Tracking Implementation Project (WDTIP)**
 - 55 counties have been converted to WDTIP
 - ▶ Los Angeles, Stanislaus, and Modoc remain
 - CalWIN/WDTIP interface development completed. User Acceptance Test (UAT) began November 2002
 - Completed additional enhancements to the functionality of the system

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Process Improvement Updates

-Best Practices Support Group (BPSG)

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What the BPSG Does – Gathering Best Practices (Step 1)

Process Action Teams (PATs)



Capability Maturity Model (CMM) Assessments

Industry Research



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Process Action Teams (PATs)



- Composed of representatives from all the projects
- Typically meets once a week for 6-8 weeks with some document reviews done off-line
- For “first-round” PATs, the topic is considered at a moderately high-level
- Subsequent PATs address details of specific areas
- Results are posted to the BPweb and reviewed by the team



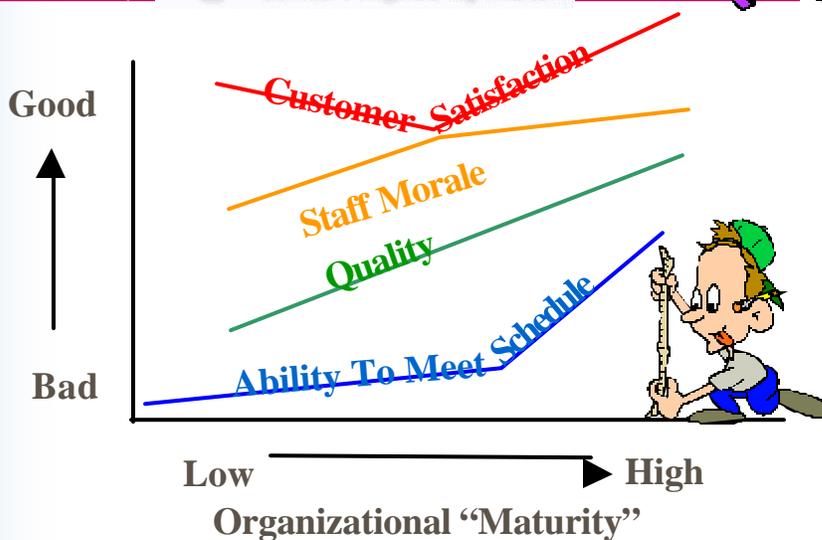
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The Capability Maturity Model (CMM)



Carnegie Mellon
Software Engineering Institute



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What We Do – Encouraging Improvement (Step 2)

All-SID
Gatherings

Best Practices
Website

Getting
Connected
Workshops

Outreach
Events



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Encouraging Improvement



- All-SID Gatherings
 - To encourage process improvement for all SID
 - January and June of every year
- Getting Connected Workshops
 - What's All The Fuss About CMM?
 - How Can The Bpweb Help Me?
 - Contract Tracking And Management
 - Find What You Want 24-7: Document Management
 - Getting a Handle on Issues You Can't Plan For
 - Project Management Basics
 - Requirements Definition
 - Requirements Management

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Encouraging Improvement



- **Outreach Events**
 - Present process improvement lessons learned at GTC in May of each year (an SID goal)
 - Present lessons learned at PMI Government Forums (at least once per year)
 - Present lessons learned at other forums related to system acquisition (whenever opportunities arise)
- **Best Practices Website**
 - Define what “Best Practices” means for SID
 - Foster the sharing of lessons learned between projects in SID
 - Provide the startup tools for newly created projects or projects starting a new lifecycle phase

BPSG Tasks Coming Up



Project Office Support Tool (POST) Status

POST Phase	SID Project	iManage (Doc Mgmt)	MTS II (Issue Mgmt)	Risk Tool
2	CMIPS	Completed	Version 2	Pending results of a Risk Mgmt PAT
	EBT	Completed	Version 3	
3	BPSG	Completed	In planning	
	SFIS	Completed	Using PACS	
	WDTIP	Completed	Using PTS	
	CWS Proc	Completed	In planning	
	CWS M&O	In process	In planning	
	ISAWS	In planning	Using Remedy	
SAWS PM	In planning	In planning		

What's New on BPweb

Best Practices Web Site

■ What's New on the Site

- Test and Evaluation Process Action Team (PAT) results
 - ▶ Under Procurement Life Cycle Process/RFP
- Business Process Re-engineering (BPR) PAT results
 - ▶ Under Planning Life Cycle Process/Milestone 3
- New samples from CWS/CMS and SFIS
 - ▶ See "What's New" on the home page
- Updated links
 - ▶ New Dept of Finance area
 - ▶ IT Governance Institute

Internet: www.bestpractices.cahwnet.gov
Intranet: [bpweb](#) (Includes CMM Findings Reports)

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Questions and Answers for Steve and John

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Today's Parting Thoughts

- Thanks for participating today!

- Don't forget to...
 - Check out the website / share with others
 - ▶ Send us comments via the Contact Us link
 - Fill out the evaluation form
 - ▶ Let us know what types of workshops you'd like to see in the future

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Visit Our Websites @

Internet: www.bestpractices.cahwnet.gov

Intranet: [bpweb](#) (Includes CMM Findings Reports)

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PLEASE TURN IN YOUR EVALUATIONS

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